2. While specific grievances 'voiced by the participants are being resolved on a priority basis, efforts are being made to improve customer service in banks by simplifying procedures and bringing about a change in the attitude and behaviour of bank employees. Towards this end banks faavs been asked to have periodical contact with customers and customers' organisations and also to make 'customer service" an integral part of their training programmes. They have also been asked to attend to customers' grievances speedily.

**Raid $_0$n fr'ic Art Silk Industry in Surat**

*15. SHRI CHATURANAN MISHRA :
SHRI VIRENDRA VERMA.

Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that officials of the Directorate of Anti-evasion under the Department of Customs and Central Excise wcr$_e$ assaulted and injured while a raid was being launched at the art silk mills and also at the residence^ $_0$f art silk manufacturers in Surat recently,

(b) if so, what are the details in this regard, including the value of the unaccounted processed cloth and incriminating documents and black money recovered during the raid;

(c) whether it is a fact that the Gujarat Government did not provide any protection to the Anti-evasbn staff during the raid; if so. what are the reasons therefor;

(d) whether it is also a fact that information about the raid to be conducted leaked out a$_s$ has been reported in the Economic Times of June 4, 1985;

(e) if so, whether any inquiry was conducted into thi$_s$ matter; and

(f) if the answer to part (a) above be In the affirmative, what i$_s$ the outcome thereof?

THE MINISTER OF STATE IN TH MINISTRY OF FINANCE (SHRI M ARDHAN POOIARI); ' (a) and *(t* During the course of searches at the pr mises of 16 factories processing Art Si] /fabrics and 40 shop$_s$ at Surat on 24l May, 1985, central excise officers conduc ing the searches were assaulted and ii jured i$_n$ the textile market and in thi premises of 11 factories. Fabrics value over Rs. 6.50 crores approximately nc accounted for in the central' excise record and a number of incriminating document were seized during th.» searches whicl continued till 31st May, 1985.

(c) No, Sir.

(d) Circumstances do not indicate thai there was any leakage of information about the raid.

*(;)* and *(t)* Do not arise.

**Taking over of Mills by Gujarat Government**

*16. SHRI CHIMANBHAI MEHTA: Will the Minister of SUPPLY AND TEXTILES be pleased to state:

(a) whether it is a fact that Gujarat Government propose to take over 12 textile mills of Ahmedabad and for that purpose the Central Government have made a provision of Rs. 69 crores as loan to the Gujarat Government and that Rs. 15 crores will be made available in the initial stage; and

(h) if so. what are the details in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF SUPPLY AND TEXTILES (SHRI CHANDRA SHEK.HAR SINGH): (a) and (b) A proposal has been received from the Government of Gujarat for the 'nationalisation of 12 closed cotton textile mills of Ahmedabad by the State Government. This is under discussion between tine Central Government and the Gujarat State Government.